

# Behind the Scenes

## Executive Director's Report

I recently had the honor of presenting at two events in April dedicated to accessible transit for people with disabilities:

- > I was on a panel discussing accessible transit and transportation in Los Angeles at a meeting of the United States Access Board, which is the independent federal agency that promotes equality for people with disabilities through leadership in accessible design and the development of accessibility guidelines and standards. Joining me were KeAndra D. Cylear Dodds, Executive Officer, Equity and Race at Los Angeles Metro and Laura Cornejo, General Manager for the City of Los Angeles Department of Transportation. One of the topics of discussion was how the city, Metro, and Access Services collaborate to provide accessible transportation to LA residents. I discussed the history of Access Services as the nation's largest coordinated paratransit system and some of the improvements we've made to the system in the last few years. I also asked the Access Board to consider paratransit's need to access the curb when designing standards for bike lanes.
- > I also participated on a panel at the recent CalACT Conference (detailed elsewhere in this issue) called Paratransit 2.0: Improving the ADA Experience. I discussed some of the technology and Key Performance Indicator (KPI) improvements that Access has made in the last few years and how that has reduced customer complaints.

Overall, both were informative events and I would like to thank the Access Board and CalACT for inviting Access to speak.

**Andre Colaiace**  
*Executive Director*

**access**

## Access hosts German autonomous transit vehicle delegation



As Chair of APTA's Technologies for Vehicle Automation & Connectivity Committee, I had the pleasure of hosting members of the Verband Deutscher Verkehrsunternehmen (VDV), also known as the Association of German Public Transportation Companies, for their first U.S. autonomous vehicle study mission.

The association members represent six different public transportation authorities from Germany's Rhine region, the cities of Berlin and Leipzig, and Deutsche Bahn, the German Rail Company. To minimize travel across the country, the members requested that the tour be arranged primarily in the Bay Area.

As the host, I arranged for members to view different types of autonomous vehicles at various transit agencies. The delegation visited Waymo's San Francisco Maintenance and Charging Facility; Santa Clara Valley Transportation Authority's (VTA) autonomous vehicle project at the VA Hospital in Palo Alto; Contra Costa Transportation Authority's (CCTA) GoMemtum Station's self-driving vehicle testing field; and Access Services' accessible autonomous vehicle technology partner Lilee System's office in San Jose.

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The delegation rode on Waymo's Robotaxi, VTA's and CCTA's slow-speed autonomous vehicles, and reviewed the May Mobility Toyota Sienna, a modified self-driving van at the GoMemtum Station. I would like to thank Dan Pritchell, Arielle Fleisher, and Ben Loewenstein at Waymo; Manjit Chopra at Santa Clara VTA; Jack Hall at CCTA; Dr. Jia-ru Li at Lilee Systems, and Thomas Lee at Access Services for helping arrange the tour and demonstrations.

**Bill Tsuei**

**Director, Information Technology**

## Access staff attends Spring 2024 CalACT Conference



I had the pleasure of attending the California Association of Coordinated Transportation (CalACT) spring conference, held from April 16th-18th, in San Diego.

The conference opened with a dynamic speaker, Nadia Bilchik, who made it very clear to us that we will have an ever-growing role in the transit industry far into the future. Our organization and others like us can have a positive effect for the next 40 years. It all starts with branding ourselves so that others know who we are and what we stand for.

*Some of the sessions I attended included: Creating Equity for Commuting and Paratransit Users by Providing Alternative Transportation Services; Paratransit 2.0 - improving the ADA experience; No Community Left Behind: Building Transportation Programs For All; Implementing On-Demand Accessible Transportation; Telling Your Story, Everyone at the Table: Inclusion of Older Adults and Persons with Disabilities in Accessible Transportation Planning and Service Delivery.*

Two of the sessions were particularly insightful:

- > The session *Everyone at the Table* highlighted several cities around the country that brought older adults and people with disabilities together when designing a new transportation program.
- > *Implementing On-Demand Accessible Transportation*. This session included various successful on-demand services along with a personal testimonial showing how one of the programs changed lives in a positive way.

Once again, CalACT offered an inviting environment for gaining a wealth of knowledge and making important connections to our colleagues in the transportation industry.

**Dina Garcia**

**Assistant Administrative Analyst**

## Commendations

"I was happy with the service I received from Jocelyn from the Southern region reservations line. I speak very slow with speaking difficulties and Jocelyn was very helpful and patient in booking the trip, especially with the scheduling of the times."

**Mario Rojas**

**Rider since February 2006**

"I would like to commend CSR Andre. He was extremely helpful and understanding of my situation. There should be more agents like Andre working at Access."

**Mary Clayton**

**Rider since January 2023**